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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
100113	SHANDS HOSPITAL AT THE UNIVERSITY OF FLORIDA	1600 SW ARCHER RD
100001	SHANDS JACKSONVILLE MEDICAL CENTER	655 W 8TH ST
100102	SHANDS LAKE SHORE REGIONAL MEDICAL CENTER	368 NE FRANKLIN ST
101301	SHANDS LIVE OAK REGIONAL MEDICAL CENTER	1100 SW 11TH ST
101310	SHANDS STARKE REGIONAL MEDICAL CENTER	922 E CALL ST

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Address 2	Address 3	City	State
		GAINESVILLE	FL
		JACKSONVILLE	FL
		LAKE CITY	FL
		LIVE OAK	FL
		STARKE	FL

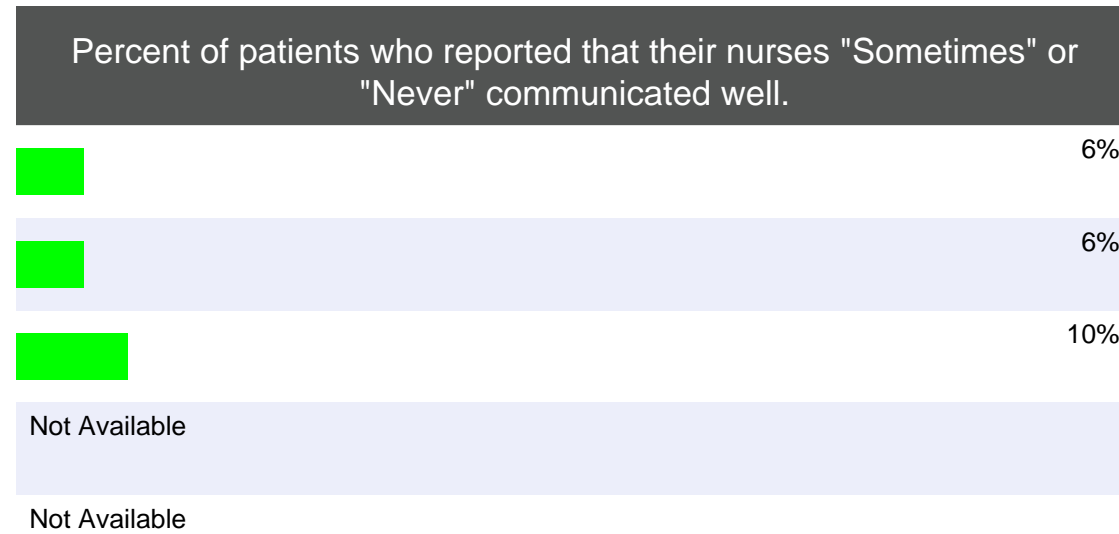
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

ZIP Code	County Name	Phone Number
32610	ALACHUA	3522658000
32209	DUVAL	9042440411
32055	COLUMBIA	3867548000
32060	SUWANNEE	9043621413
32091	BRADFORD	9043682300

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.

19%

17%

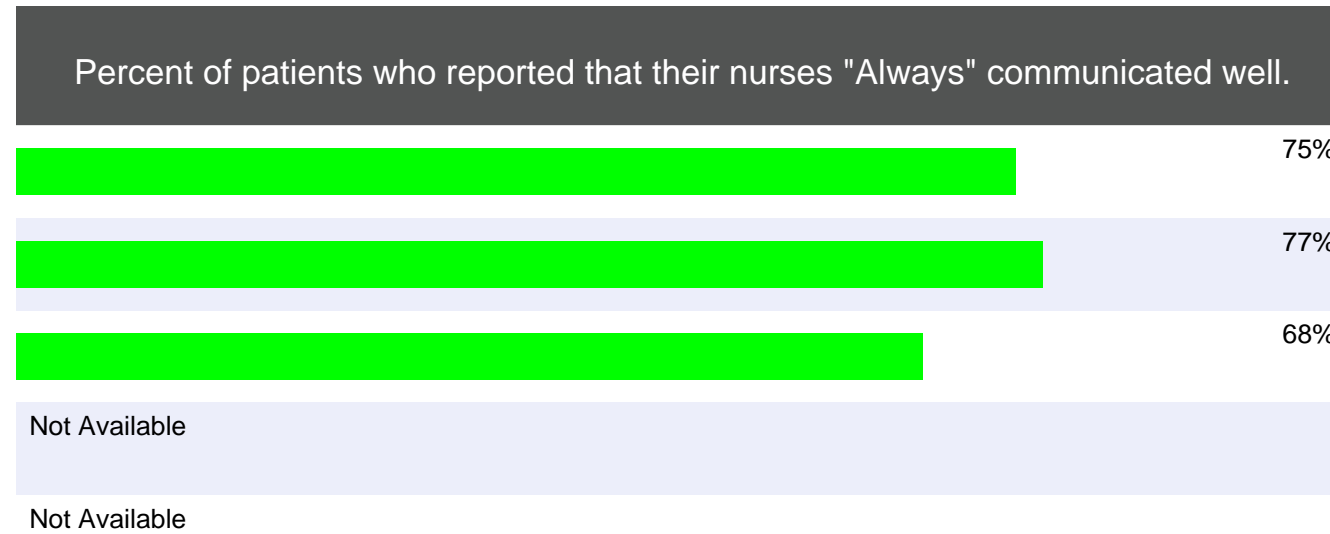
22%

Not Available

Not Available

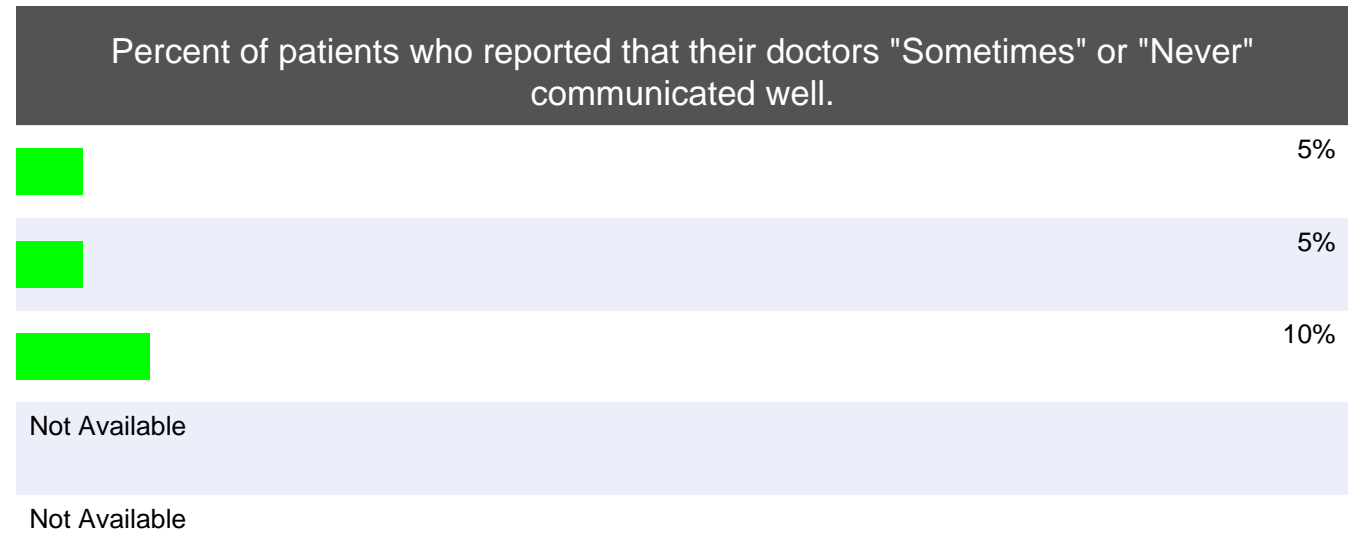
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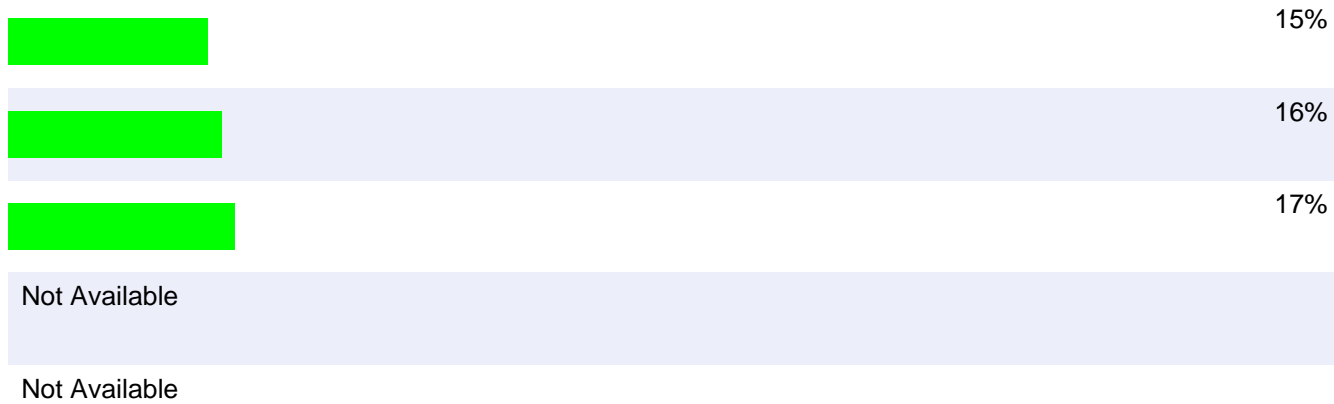
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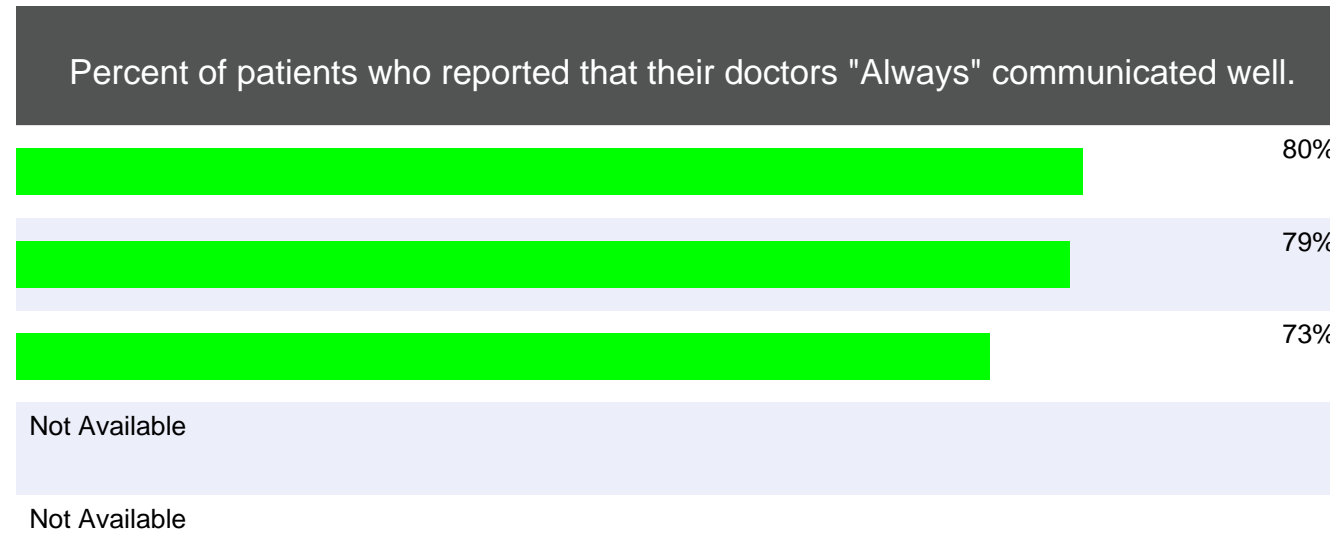
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.



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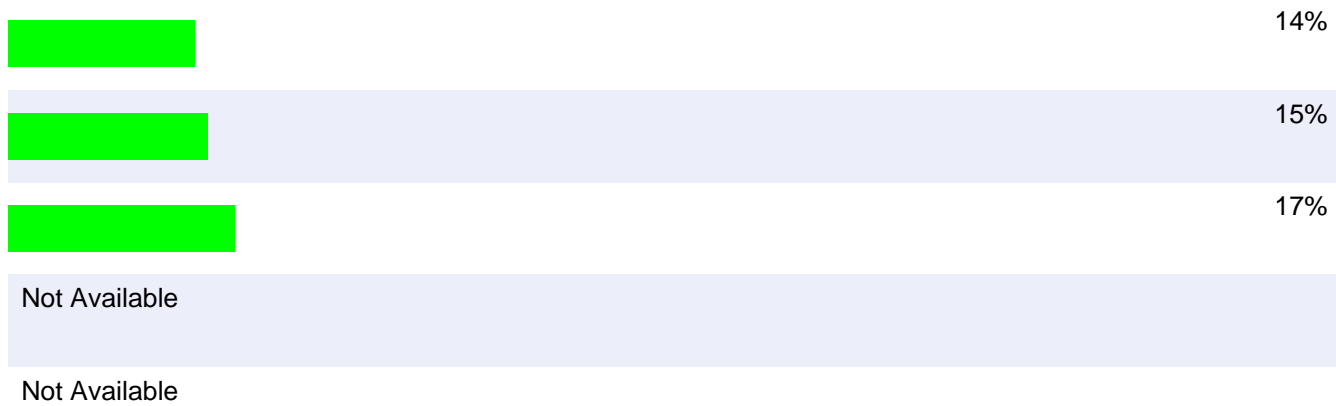
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



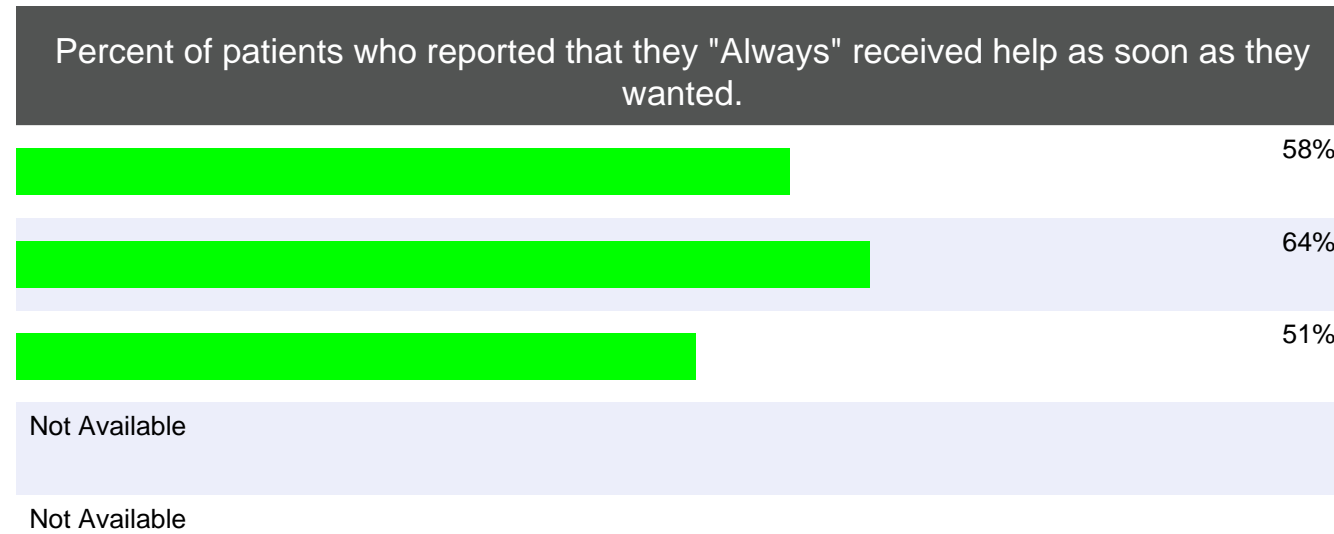
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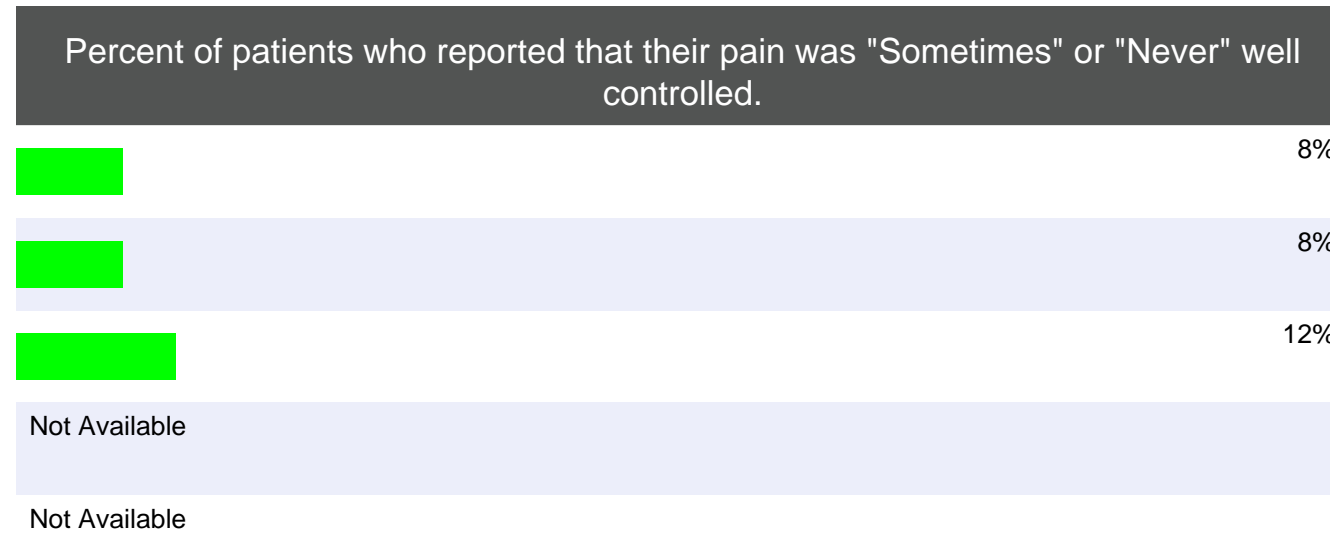
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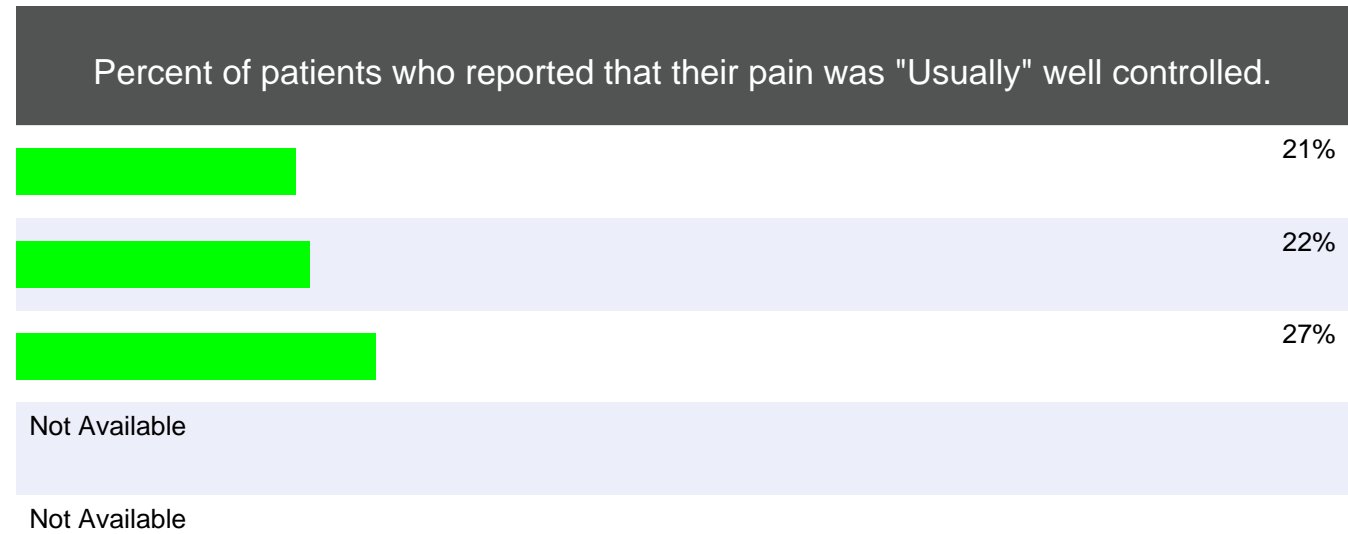
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

18%

23%

27%

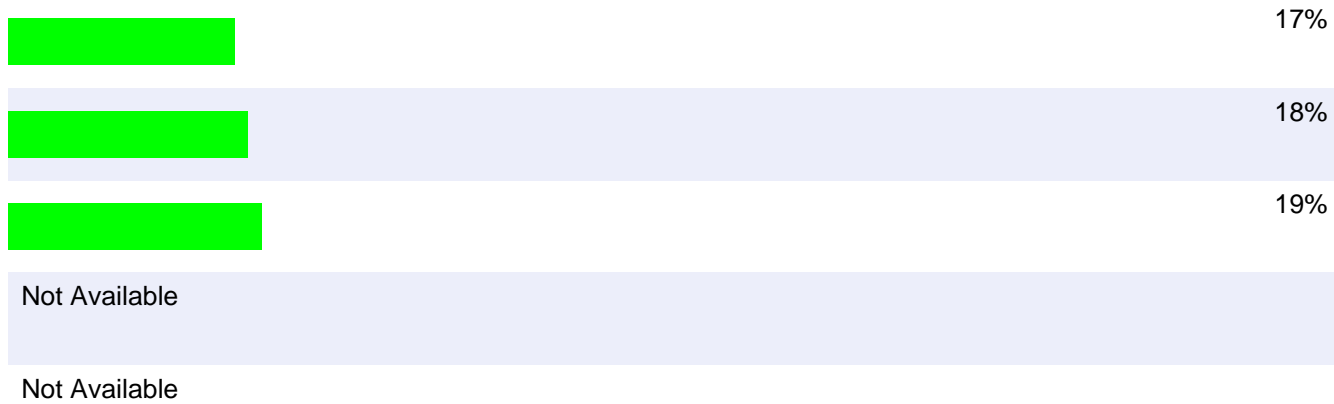
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Always" explained about medicines before giving it to them.

65%

59%

54%

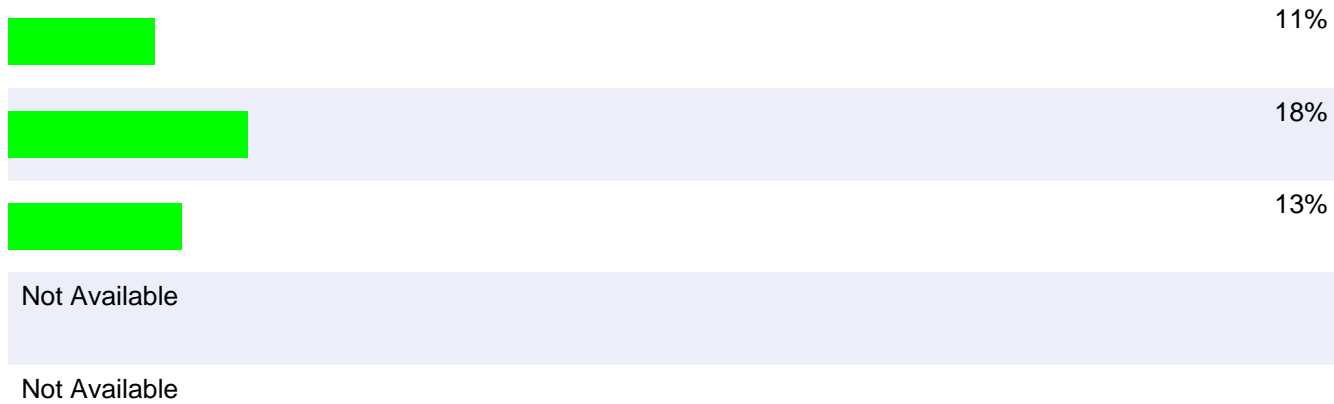
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

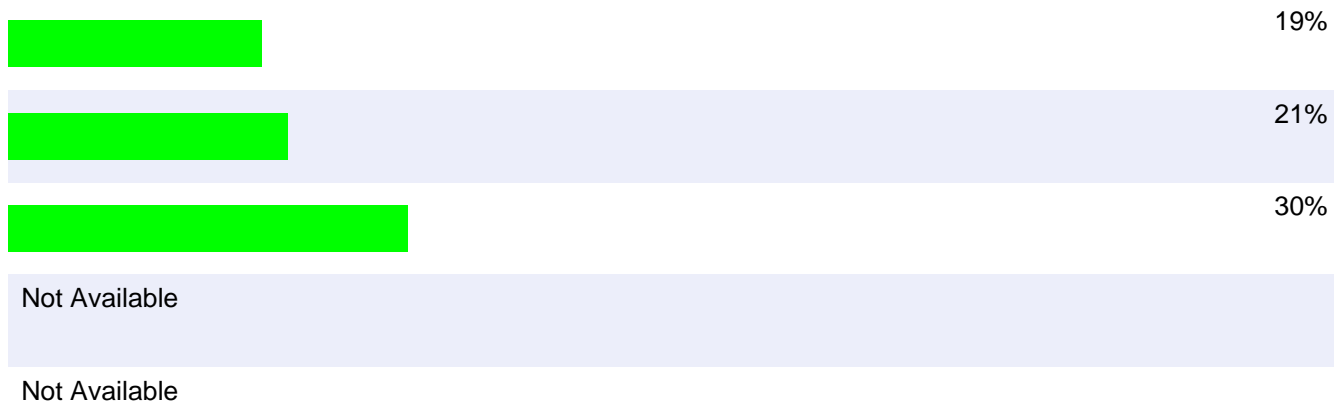
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Always" clean.

70%

61%

57%

Not Available

Not Available

test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.

14%

13%

17%

Not Available

Not Available

test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.

32%

27%

38%

Not Available

Not Available

test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.

54%

60%

45%

Not Available

Not Available

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that YES,they were given information about what to do during their recovery at home.

87%

82%

74%

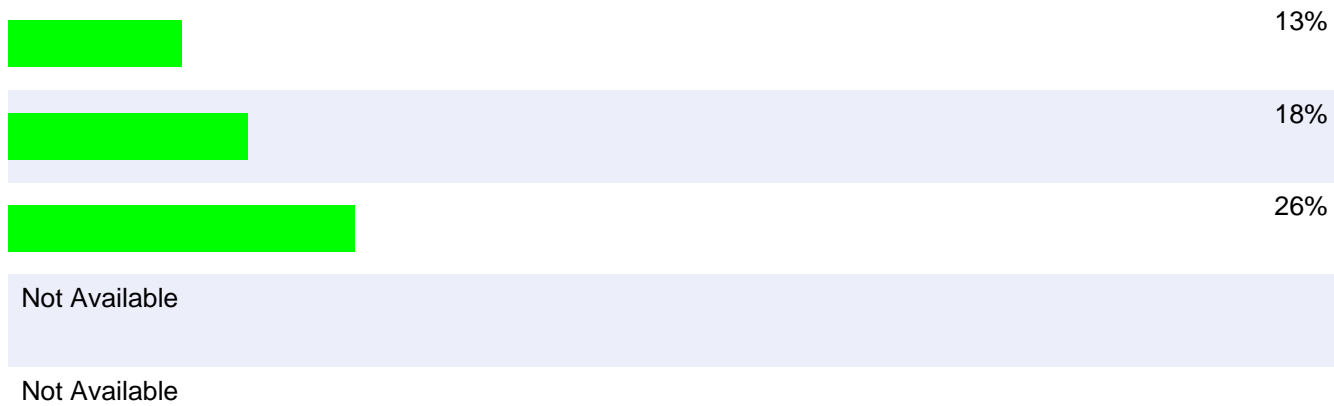
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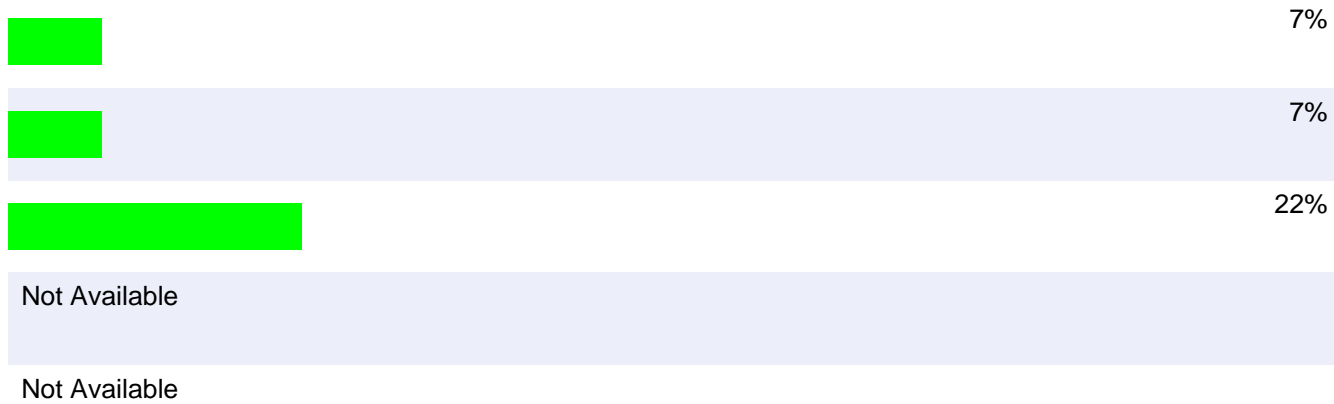
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0
(lowest) to 10 (highest).

19%

25%

27%

Not Available

Not Available

test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0
(lowest) to 10 (highest).

74%

68%

51%

Not Available

Not Available

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported NO,they would not recommend the hospital.

3%

6%

14%

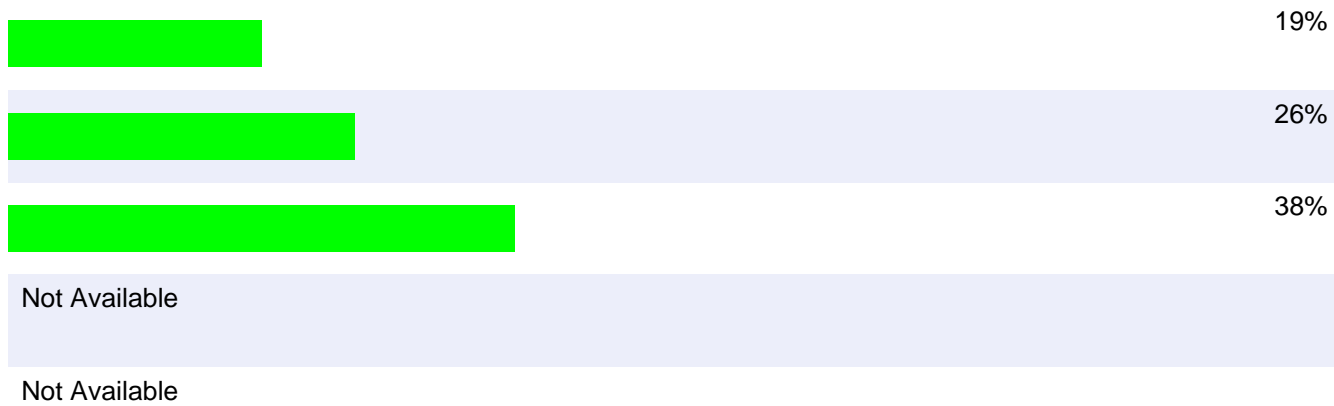
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would probably recommend the hospital.



test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would definitely recommend the hospital.

78%

68%

48%

Not Available

Not Available

test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Number of Completed Surveys

300 or more

300 or more




300 or more

Not Available

Not Available

test

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Survey Response Rate Percent	Hospital Footnote
 30%	
 29%	
 19%	
Not Available	Survey results are not available for this reporting period
Not Available	Survey results are not available for this reporting period